

## 4.6.1 Relocation into or out of Milwaukee County or Between Balance of State W-2 Agencies W-2 Agency Case Transfers

### 4.6.1.1 Relocation within a BOS W-2 Agency's Boundaries

Any time a participant relocates and will be served by a new W-2 agency, the outgoing W-2 agency must determine when to end-date the employment position according to the needs of the:

- Participant;
- W-2 employer/work training provider; and
- W-2 agency.

W-2 participants who relocate:	Must reapply at the W-2 agency serving the:
Into Milwaukee from the BOS	Address the participant relocated to.
Into BOS from Milwaukee or between BOS W-2 agencies County the participant relocated to.	The individual may reapply at any of that agency's office locations. However, the agency must enroll the applicant in the W-2 Eligibility and Work Program offices for the county in which the applicant now resides.

If a participant relocates into or out of Milwaukee or between BOS W-2 agencies, the participant's placement cannot transfer.

The outgoing agency must:

1. End-date the placement on the CWW W-2 Placements page to generate the final payment for activities completed during the last participation period;
2. End the EP; and
3. Disenroll the case in WWP.

The incoming agency must:

1. Treat the individual as an applicant (see 1.4.4); and
2. Consider the individual's past W-2 experience, including prior placements, when deciding on services for the individual.

If a participant in a **CMF** or **CMF+** placement relocates into or out of Milwaukee or between BOS W-2 agencies boundaries, the participant cannot be enrolled into the incoming agency, nor may the participant remain in an open placement with the current W-2 agency.

If an individual enrolled in a **CMF** or **CMF+** placement loses the employment that led to the **CMF** or **CMF+** placement while enrolled in W-2, the individual may reapply for W-2 in the county where the individual has relocated.

#### **4.6.1.1 Relocation within a BOS W-2 Agency's Boundaries**

A W-2 participant in the **BOS** who relocates to a different county but remains with the same W-2 agency does not have to reapply. The participant may continue to receive services at any of the agency's office locations. However, the agency must transfer the case to the W-2 Eligibility and **WP** offices for the county in which the participant now resides.

W-2 Participants can relocate and have their W-2 case transferred to the agency serving their new geographical area.

The sending and receiving W-2 agencies must follow all guidance, procedures, and timelines outlined in the [Bureau of Working Families \(BWF\) W-2 Program Case Transfer Process Guide](#).

It is the responsibility of both the sending and receiving W-2 agencies to work collaboratively and efficiently to ensure the transfer process does not negatively affect the participant.

The sending W-2 agency must initiate a transfer no later than 2 working days after they learn of a participant's relocation and is responsible for notifying the participant of the transfer. The sending W-2 agency must also attempt to contact the participant using various means, including an in-person meeting, phone call, email, etc.

The W-2 agency must give participants who are experiencing homelessness or domestic violence the option to receive services from the new W-2 agency or remain with the agency that is currently serving them.

The participant's placement, Employability Plan, and all assigned activities will remain open during the transfer process and be transferred to the receiving agency.

The sending W-2 agency must provide good cause for all nonparticipation caused by the moving and transfer process and document the rationale in PIN comments. Please see 11.3.3 for relevant good cause reasons.

**EXAMPLE:** Maria is currently placed in a CSJ in Milwaukee. Her FEP learns that Maria will be moving to La Crosse. Maria's work experience is on site in Milwaukee and she

will not be able to participate or complete this activity during the moving and transfer process to her new agency in La Crosse. Maria's FEP in Milwaukee must provide good cause for her nonparticipation until she is fully transferred to the new agency in La Crosse and her EP can be updated to reflect activities in her new area.

#### 4.6.2 Transfers Between W-2 Agencies in Milwaukee County

For [W-2](#) participants who relocate from one Milwaukee W-2 geographical area to another, the outgoing W-2 agency must transfer the case to the incoming W-2 agency.

When a Milwaukee W-2 agency initiates a case transfer, the outgoing agency must use the Inter-Regional W-2 Participant Transfer Notice form to notify the participant to continue with assigned activities until they have met with a [FEP](#) in the new geographical area.

For more detailed information on the Milwaukee transfer process, workers must refer to the Inter-Regional Transfer Procedure for Milwaukee W-2 Agencies.

To complete the transfer the outgoing agency must transfer the case to the incoming agency's W-2 Eligibility and [WP](#) offices.

The incoming [receiving](#) W-2 agency must meet with the participant within 10 working days from the date of transfer as reflected in the transaction list in WWP to conduct an Informal Assessment. The participant must remain in their existing W-2 placement and assigned activities until meeting with the new W-2 agency.

Once the new FEP completes an informal assessment, they can determine with the participant if any changes should be made to the participant's:

- Placement;
- Activities;
- Supportive services;
- Accommodations, etc.

All results must be documented [in PIN comments and](#) on the appropriate [WWP](#) pages, [in PIN comments](#), and any necessary changes must be made on the new [EP](#). For more information on transferring assessment information, see [W-2 Manual 4.6.32](#).

CMF or CMF+ placements can be transferred to the receiving agency like any other placement. If an individual enrolled in a CMF or CMF+ placement loses the employment that led to the CMF or CMF+ placement while enrolled in W-2, the individual may seek W-2 services in the county where the individual has relocated.

#### 4.6.32 Transferring Formal Assessments

When an individual applies for W-2, the W-2 agency should confirm if the individual received W-2 in the past.

If the individual received W-2 in the past **When processing a newly transferred case**, the **receiving** W-2 agency must check the WWP Participant Barriers page to see if any formal assessments were completed during a prior W-2 episode. If so, the W-2 agency must obtain copies of the following information from the previously assigned W-2 agency:

1. All formal assessments and treatment notes from the past 12 calendar months; and
2. Any additional information and assessments, regardless of age, that were used to determine how the participant was last served by the previously assigned W-2 agency.

<b>If the information is</b>	<b>The W-2 Agency Must</b>
Scanned into ECF	Obtain the information from ECF.
Not scanned into ECF	Contact the previously assigned W-2 agency and request formal assessments and treatment notes from the prior W-2 agency.

The previously assigned W-2 agency is required to provide all copies of requested documentation to the requesting W-2 agency so that it is received within seven working days.

Copies of confidential documents cannot be faxed or emailed. The requested documentation must be:

- Scanned into ECF using the WPM code;
- Sent by US mail or other delivery services with tracking; or
- Sent through a courier service.

Any case that is transferred within Milwaukee or reapplies for W-2 in the balance of state **A formal assessment from a transferred case** may only satisfy the formal assessment requirement for a W-2 T placement if the formal assessment for the stated barrier/disability was completed **within** the 12 months prior to the agency transfer **or new application**.

If it the case was not transferred **formal assessment for the stated barrier/disability was not completed** within the 12 months prior, the new W-2 agency will need to request that

a new formal assessment be completed within 30 days of making a new W-2 T placement. (See [5.5.1.1](#))